

CALIFORNIA DEPARTMENT OF VETERANS AFFAIRS

Honoring California's Veterans



Classification: **Supervising Program Technician II (\$2,953-3,590)**
Permanent, Full Time

Location: Department of Veterans Affairs
Farm and Home Division-Collection, Foreclosure and Real Estate Owned (REO) Unit
1227 O Street, Sacramento, CA 95814

WHO SHOULD APPLY: Current State employees in this classification or those who are eligible on a certification list, transfers, or reinstatement may apply for this vacancy. SROA/SURPLUS PROVISIONS APPLY.

If you are not a current State employee or otherwise eligible, you may qualify for a civil service examination based on the minimum qualifications for the classification. To view a current listing of examinations being offered by the California Department of Veterans Affairs, please visit our website at www.cdva.ca.gov, or to view examinations offered by all State departments, please visit the State Personnel Board's website at www.spb.ca.gov.

HONORABLY DISCHARGED VETERANS WHO FALL UNDER EITHER CATEGORY AND MEET THE REQUIREMENTS STATED ON THE JOB AND/OR EXAMINATION ANNOUNCEMENT ARE ENCOURAGED TO APPLY.

DUTIES AND RESPONSIBILITIES: Under the direction and supervision of the Senior Property Agent, the Supervising Program Technician II performs the following:

- * Supervise Program Technicians. Train staff in Department policies and procedures; distributing work assignments; oversee productivity of support staff; monitor telephone system calls; review work of subordinates to determine accuracy and completeness. Answer technical telephone inquiries regarding all aspects of the Cal-Vet Home Loan Program. Questions may involve, but are not limited to policies and procedures related to delinquent accounts, cancelled contracts, junior lien holder foreclosures and repossessed properties.

- * May perform a full range of collection and foreclosure/REO activities, including but not limited to: contacting delinquent contract holders; setting up, preparing and monitoring repayment agreements; account analysis and code changes; notarizing; ordering credit reports; ordering Litigation Guarantees and Date downs; preparing pre-cancellation/cancellation letters and documents; reviewing title; reviewing Litigation Guarantees and Date downs; issuing junior lienholder letters; logging case information into system and manual logs; reviewing cancellation documents; preparing eviction documents; calendaring follow-ups; reviewing bills for payment and processing Disbursements; proofreading work of others; maintaining list of process servers; processing reinstatements; identifying Bankruptcy documents; pulling files; responding to and preparing miscellaneous correspondence; contacting all persons, agencies and district offices in connection with these matters; using computer for correspondence/spreadsheets

- * Miscellaneous duties such as but not limited to processing daily mail; assisting in the preparation of reports/manuals; preparing desk procedures; training subordinate staff and peers as required; maintaining data to assist in preparation of reports; ordering unit supplies; timekeeping; preparing employee evaluations, counseling employees, interviewing new hires; Work hours: 8:00 a.m. to 5:00 p.m., Monday through Friday.

HOW TO APPLY: Candidates should submit a State Application (STD. 678) and résumé to:

Department of Veterans Affairs
Human Resources Division
1227 "O" Street, Room 404
Sacramento, CA 95814

Attn: Juanita Rios, Reference M80# 236 08-09

Inquiries:

Voice: (916) 653-2535

TDD: (916) 653-1966

Note: In line #12 of the State Application, you must clearly reference M80#236 08-09, and indicate the basis of your eligibility; i.e., List, Transfer, SROA, Surplus, Reemployment or Reinstatement. Failure to do so could result in being rejected from the interview process.

Final Filing Date: April 13, 2009